



Job Opening

Job Title: BUSINESS SERVICES REPRESENTATIVE
Department: Operations
Reports To: Career Center Management
Classification: Non-Exempt
Location: New Bedford Career Center

SUMMARY

The Business Services Representative will prospect for potential new business clients and turn this into increased opportunity for program participants. The position will establish and perform activities to develop and secure job interviews, placements, on the job training and/or internship opportunities with employers and facilitate participant employer connections. The Business Services Representative will design and guide strategies to establish and maintain relationships with employers and promote the services provided by the Career Center.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

1. Develop and execute employer outreach initiatives, including but not limited to direct mail campaigns, job fairs, internet-based employer outreach, and business expos.
2. Research and build relationships with new and existing employer contacts in various demand industries.
3. Meet potential employers by growing, maintaining, and leveraging ones network.
4. Identify potential employers and the decision makers within the employer client organization.
5. Work with team to develop proposals that speaks to the employer's needs, concerns, and hiring objectives.

6. Attend industry functions, such as association events and conferences, and provide feedback and information on market and creative trends.
7. Submit weekly progress reports and ensure data is accurate.
8. Mine program participant interaction data for the business intelligence that enables the building of effective customer job placement strategies.
9. Develop and manage On-the-Job Training opportunities and agreements businesses in the Region.
10. Work with Center staff to create job fairs, hiring events and other positive recruitments.
11. Assist program participants with their job search process by identifying employment opportunities, job matching, establishing job clubs and providing related employment workshops.
12. Provide follow-up services to program participants that have completed training services to capture employment related data, assist with job search/placement activities and track progress.
13. Maintain participant records to include eligibility documents, assessments forms, referral logs, case notes and other data as required.
14. Arrange job interviews for participants.
15. Give presentations regarding program parameters as necessary.

SUPERVISORY RESPONSIBILITIES

Responsible for own work and not normally required to direct or supervise other personnel, but may occasionally instruct or show another employee how to perform the work.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Innovative and entrepreneurial mindset
- Well versed in the local labor market
- Familiarity with the talent needs of local business and industry
- Ability to work with and support a diverse customer base
- Commitment to assisting low income and disadvantaged individuals in overcoming barriers to achieve success in their personal and work lives
- Excellent verbal, presentation and written communication skills

EDUCATION and/or EXPERIENCE

Bachelor's degree in Business, Public Relations or Human Resources preferred; two years of workforce development or business experience such as marketing, public relations or economic development and/or three years of related experience and/or training; or equivalent combination of education and experience.

COMPUTER SKILLS

The ability to understand more advanced computer skills and be proficient in the advanced knowledge of software such as Microsoft Word, Excel, PowerPoint, Access as well as data management systems.

OTHER SKILLS AND ABILITIES

Multilingual preferred

Preference given for training in Professional Accredited Resume Writer (PARW)

To apply:

Submit Cover Letter and Resume to:

Donna DeMattia, Manager, Human Resources ddemattia@workplace.org